

Translation Checklist

Preparing to do translations:

1. ☐ Contact the **Office of Multicultural Health (OMH)** at **(617) 624-6063** for technical assistance and to obtain a list of qualified translators/agencies. OMH is responsible for ensuring quality for the Center for Community Health's translated materials. All Center translation projects/materials must be undertaken in consultation with the OMH.

Steps in the translation process:

1. ☐ Determine your target audience, language, ethnicity, reading level, and other factors.
2. ☐ Determine what materials need to be translated.
3. ☐ Develop a list of key health messages your document will convey.
4. ☐ Work with individuals from the identified language/ethnic group(s) to ensure materials are appropriate.
5. ☐ Choose potential translators from the state wide vendor list under contract PRF01.
6. ☐ Complete Translation Request Worksheet.
7. ☐ Obtain an itemized estimate in writing from the translator/agency to establish per word cost, turnaround time and project management fees, and to document any special instructions prior to assigning the project to the translator.
8. ☐ Develop a budget and time-line for translation completion.
9. ☐ Make arrangements to ensure your translation will be proofread/edited by a second translator, either by requesting this service from the translation agency when obtaining a cost estimate, or if working with an individual translator, by selecting a second translator to perform proofreading/editing services.
10. ☐ Review key messages and technical terms with the translator and go over translation process.
11. ☐ Obtain translation and field-test it with community providers, community residents, and/or DPH staff. When performing peer reviews, forward the In-house Translation Review and Quality Assurance Form to the reviewer, along with the translation and the English originals.
12. ☐ Negotiate any changes or discrepancies, if needed, by utilizing OMH's glossaries at www.mass.gov/dph/omh/omh.htm or by contacting OMH.
13. ☐ Make sure your translation lists the language, in English, into which it is translated, thus allowing staff to identify the appropriate language for distribution.
14. ☐ Have typeset copy proofread by your translator before the document is printed.
15. ☐ Make a back-up copy on a CD with your final translation, any image files, and fonts used – especially non-roman fonts. Make sure you have alternative formats for all documents that will be posted on your website.
16. ☐ Before posting any document on your website, make sure all hidden data are corrected. For more information on how to remove hidden data, go to: <http://healthnet.dph.state.ma.us/eohhs/hiddendata/hiddendata.htm>